

## Our approach

Neami National is a community mental health service that provides rehabilitation and recovery support services across Australia.

We work in a positive framework and assist you to build your confidence and skills to achieve a greater sense of meaning and purpose in life based on your own values.

We provide services in over 40 diverse communities ranging from the suburbs to regional and remote areas.

### Mental health recovery

We believe that recovery is an individual process and that with the right kind of support each person can move towards a life that matches their own values and goals for the future.

Recovery goals often include physical and mental health, self-confidence, social and community connection, education and skills development, and employment.

### Collaborative Recovery Model (CRM)

We use the Collaborative Recovery Model to support people through our services.

The CRM aims to identify your personal values and goals, and then helps you make progress towards achieving them. Each person chooses their own goals.

Our staff support you along the way and help connect you with other services in your local community.

## More information

### Contact Neami Wollongong

9am–5.30pm

Monday to Friday

Phone: 02 4226 3277

Fax: 02 4226 4277

wollongong@neaminational.org.au

### About Neami National

Neami National is a community mental health service supporting people living with mental illness to improve their health, live independently and pursue a life based on their own strengths, values and goals.

#### Our vision

Full citizenship for all people living with a mental illness in Australian society

#### Our mission

Improving mental health and wellbeing in local communities

[neaminational.org.au](http://neaminational.org.au)



# Neami Wollongong

Outreach support for mental health recovery, independence and wellbeing

[neaminational.org.au](http://neaminational.org.au)



# Our programs

## Personal Helpers and Mentor Program (PHaMS)

We provide a strengths-based approach to support people through their recovery of mental illness by partnering individuals with outreach support. Through mentoring and ongoing encouragement, people are supported to reach their goals and optimise their wellbeing.

A key element of recovery is strengthening community support and social connection, and these are fostered through the outreach support program. The level of support varies dependent on individual needs.

We also aim to promote self-reliance and independence, and are guided by the individual's personal values and needs to form their recovery plan. Participation in the program is voluntary and open to people in a variety of housing situations.

## Housing and Accommodation Support Initiative (HASI)

HASI is a partnership program between non-government organisations, community housing providers, Housing NSW and clinical mental health services. Levels of support provided through HASI vary based on the individual's needs.

High level support: Up to 5 hours a day, 7 days per week, for people living with a severe and enduring mental illness.

Low level support: Up to 5 hours per week for people living with a mental illness.

## Optimal Health Program (OHP)

The Optimal Health Program assists participants to improve their wellbeing in a holistic way. This group program considers the balance of social, emotional, mental, physical and spiritual needs. It provides tools to help set your own priorities and work towards progress in your chosen areas.

You will develop your own individual wellbeing plan and are encouraged to use the skills and knowledge you have gained through the program with your support worker and personal support network.

## Flourish

Flourish is a recovery focused, self-development group designed for people who have lived with mental health issues for some time and are looking to make improvements in their life. Participating in Flourish can lead to a renewed sense of purpose, identity and belonging.

Flourish uses the self-efficacy principle 'I can do' throughout the program. It supports people to identify and build on their strengths to provide direction to their individual journey of recovery and support their ongoing health and wellbeing.

The program is facilitated by peer support workers who have a lived experience of mental health issues and recovery.

# Eligibility and referrals

## Eligibility

The eligibility criteria varies for our different programs. Please contact Neami Wollongong to discuss whether our programs are suitable for you.

## Referrals

Referrals to Neami Wollongong can be made by individuals, carers, families, clinical services or other health community services.

Referrals must be discussed with the individual prior to making the referral.

## Feedback and complaints

Feedback and complaints are welcome in all Neami services and other organisational areas.

We will respond to your complaint in a fair, timely and unbiased way.

For more information on the feedback process, including downloading the feedback and complaints form, visit:

[neaminational.org.au/feedback](http://neaminational.org.au/feedback)